higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

9 June 2021 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

259Q1J2109

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
FOOD AND BEVERAGE SERVICE N5
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 During service, the ... is placed on the palm of the hand as protection against heat from the serving dish.

A service cloth
B dry cloth
C table cloth
D serviette

1.2 Always serve the wine …

A before the food.
B after the food.
C with the dessert.
D with coffee.

1.3 In silver fine-dining service, dirties should always be cleared from the …

A right side of the waiter.
B left side of the customer.
C left side of the host.
D right side of the customer.

1.4 The French term for beef is …

A blini.
B boeuf.
C bonito.
D bourguignonne.

1.5 Food and beverage service on trains is categorised as ... service.

A bar
B vending
C gueridon
D rail

1.6 This napkin fold is used to present rolls or melba toast:

A Cone
B Bishop's mitre
C Cockscomb
D Rose

1.7 A reason why coffee is bitter:

A Dirty equipment
B Water not reaching boiling point
C Too much coffee used
D Water not fresh

1.8 The person responsible for room service is the ... waiter.

A station
B lounge
C head
D floor

1.9 Beer is served in a ...

A tankard.
B martini glass.
C flute.
D red wine glass.

1.10 Used to keep food hot during service at a buffet cocktail function:

A Chafing dish
B Microwave oven
C Gas stove
D Normal oven

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 A good memory is an asset to food and beverage service staff.

2.2 Female service staff members' shoes must be high-heeled, clean and in fashion.

2.3 Staff should never argue with a customer.

2.4 A restaurant should be vacuumed on a daily basis.

2.5 A good wine glass should be plain and clear.

2.6 Waiters do not actually handle food and therefore personal hygiene is not so important.

2.7 Waiters' hands must be free from nicotine stains.

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2.8 Any type of earrings can be worn by all front-of-house staff.

2.9 Plate service is another name for French service.

2.10 The duplicate ordering method is predominantly used in fine-dining establishments.

(10 × 1) **[10]**

QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Pommes au four	A	mayonnaise
3.2	Served in soup plates, set on under plates and eaten with a soup spoon	B	naan
3.3	Roasted gammon and crackling	C	powdered green tea
3.4	Stuffing and cranberry sauce	D	Charlotte Royale
3.5	Cold sauce made from egg yolks, oil, vinegar, salt pepper and mustard	E	root
3.6	Classification of carrots, parsnips, salsifies and beetroot	F	oven-baked potatoes
3.7	Flat, puffy and light leavened Indian bread	G	nori
3.8	Thin, black seaweed sheets	H	apple sauce
3.9	Mould lined with sponge and filled with Bavarian cream and sometimes with fruits	I	roast turkey
3.10	Matcha	J	broth
		K	fried potatoes

(10 × 1) **[10]**

QUESTION 4

Give ONE term for each of the following descriptions by writing it next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 Course served to stimulate the appetite

4.2 Serving pre-plated food to customers

4.3 Type of service where food is served onto a customer's plate

4.4 Specialised equipment used in silver service to enable the waiter to serve bread and or food from a platter or basket to a customer's plate

4.5 French term for the person responsible for greeting customers at arrival and managing all waiters in the restaurant

4.6 Equipment used by waiters to serve portions of gâteau

4.7 Cup used to serve macchiato coffee

4.8 Correct term for a salt and pepper set

4.9 Spoon used to eat dessert

4.10 Wine classification of champagne

(10 × 2) **[20]**

TOTAL SECTION A: 50

SECTION B

QUESTION 5

5.1 Explain each of the following positive attributes as it relates to waiters:

5.1.1 Personal hygiene

5.1.2 Punctuality

5.1.3 Loyalty

5.1.4 Conduct

5.1.5 Sense of urgency

5.1.6 Local knowledge

(6 × 2) (12)

5.2 Explain each of the following types of customer needs:

5.2.1 Physiological

5.2.2 Economical

5.2.3 Social

5.2.4 Convenience

5.2.5 Psychological

(5 × 2) (10)

5.3 Distinguish between each of the following types of menus:

5.3.1 À la carte menu

5.3.2 Prestige menu

5.3.3 Cycle menu

5.3.4 Table d'hôte menu

(4 × 2) (8)

5.4 Explain the basic principles to follow when setting up for a buffet. (6)

5.5 Explain the importance of a waiter having sufficient food and beverage knowledge. (4)

5.6 Name the crockery required for the service of each of the following dishes:

5.6.1 Consommé

5.6.2 Boiled egg

5.6.3 Sole bon femme

5.6.4 Crème brûlée

5.6.5 Slice of gâteau

(5 × 2) (10)
[50]

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QUESTION 6

6.1 List the correct equipment order for a waiter to set up an à la carte place setting. (8)

6.2 Explain the mise en place, temperature, presentation and serving of Chenin Blanc. (10)

6.3 Name SEVEN factors that will determine the suitable service method for a specific establishment. (7)

6.4 List the food and drinks served with a traditional continental breakfast. (5)

6.5 Give FIVE rules to keep in mind when making any type of coffee. (5)

6.6 Distinguish between *high tea* and *full afternoon tea*. (3 + 3) (6)

6.7 Name FOUR aims of food and beverage service. (4)

6.8 State FIVE factors to consider when choosing tableware, glassware and small equipment for a restaurant. (5)

[50]

QUESTION 7

7.1 List EIGHT pieces of information on wine labels. (8)

7.2 Name THREE wine categories. (3)

7.3 Explain the procedure for service of a meal by the silver-service staff from a guest's arrival up to where the covers are changed for the service of the starter course. (10)

7.4 Explain the procedure of crumbing down a table correctly. Name the equipment to be used, explain when it is completed and the full *crumb down* procedure. (9)

7.5 Give FIVE responsibilities of a waiter when a guest asks for the bill in a fine-dining establishment. (5)

7.6 Name FIVE checks a waiter must complete when a customer wants to pay with a credit card. (5)

7.7 Name SEVEN items in a full American breakfast. (7)

7.8 State THREE rules for storing tea. (3)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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